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Incentive Travel & Conventions, Meetings

CTW Asia-Pacific
Corporate Travel World

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ONLINE DIARY MODULE
USER MANUAL FOR BUYERS

Dear Buyer,

Welcome to IT&CMA and CTW Asia-Pacific 2013!

Incentive Travel & Conventions, Meetings Asia (IT&CMA) and Corporate Travel World (CTW) Asia-Pacific is The World's Only Doublebill Event in MICE and Corporate Travel. Both events have been co-locating since 2004, offering its delegates a valuable platform to do business, learn and network. Since 2012, the event has incorporated Luxury Travel in its ambit. 2013 will see the 21st and 16th instalment of IT&CMA and CTW Asia-Pacific respectively. Established in 1993, IT&CMA is the leading international MICE show centered in Asia, offering the largest collection of Asia-Pacific MICE suppliers. IT&CMA brings together MICE suppliers as well as regional and international buyers in a 3-day exhibition showcase coupled with intensive business appointments. Exhibition features include destinations, products, services and solutions relating to meetings, incentives, conventions and events.

To ensure you maximise your chances of shaking hands on a business deal at our event, we have improved our match-making formula for business appointments! This year, we have introduced the Online Diary Module which allows both exhibitors and buyers to schedule up to 100% of their appointments prior to the event.

This manual contains essential information which will serve to clarify and answer your questions, as well as to guide you on using the Online Diary Module effectively.

In the meantime, should you require further information or have queries, please feel free to contact us.

See you in Bangkok!

The Organiser
IT&CMA and CTW Asia-Pacific 2013

CONTENTS

1. About Our Business Appointment System	**4**
2. About The Online Diary Module	**5**
3. Online Diary Module – Log In	**6**
4. Online Diary Module – Home Page	**7**
5. Online Diary Module – My Profile	**8**
6. Online Diary Module – My Appointments	**9**
6.1 Summary of My Appointments	**10**
6.2 Incoming Appointment Requests	**11**
6.3 Expired Incoming Appointment Requests	**11**
6.4 Outgoing Appointment Requests	**11**
6.5 Expired Outgoing Appointment Requests	**12**
6.6 Declined Appointment Requests	**12**
7. Online Diary Module – Make Appointments	**12**
7.1 Search for Companies	**13**
7.2 View Company Profile	**13**
7.3 View Company Schedule and Select Time Slot	**14**
8. Online Diary Module – My Messages	**15**
9. Contact Information	**16**

1. ABOUT OUR BUSINESS APPOINTMENT SYSTEM

Appointments are a central part of the business highlights at IT&CMA, where every appointment represents a potential sales lead for each exhibiting company and buyer.

Each of the 32 official appointment sessions over two days (16 sessions per day), comprise of structured 20-min time-slots for the discussion and negotiation of deals. Best of all, we apply our improved match-making formula[NEW] to ensure you maximise your chances of shaking hands on a business deal.

In addition to an appointment-scheduling system that promises a higher chance of closing deals with perfect matches, our newly improved formula now ensures that both exhibitors and buyers can schedule up to 100% of their appointments prior to the event.

Up to 100% of appointments can now be pre-scheduled via:
- Pre-Scheduled Appointment (PSA) System: Up to 60% of all appointments
- Online Diary[NEW]: Up to 40% of all remaining appointments

1. Pre-Scheduled Appointment (PSA) Exercise

In March, exhibitors and buyers select who they want to meet via our dynamic online appointment matching system. Appointments are then generated by computer matching in the following order:

- Perfect Matches: Both Exhibitor and the Buyer have requested to meet each other
- Buyer's Preference: Buyer has requested to meet the Exhibitor
- Exhibitor's Preference: Exhibitor has requested to meet the Buyer

2. Online Diary[NEW]

One week after PSA closes, exhibitors and buyers can fill up their remaining appointment slots via the Online Diary.

The Online Diary will give Buyers and Exhibitors more flexibility in managing their appointment schedule. Buyers will be able to view appointment requests from exhibitors in their Online Diary and request for appointments with exhibitors by selecting a mutually available slot.

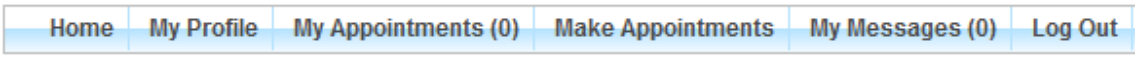
3. On-Site Appointment Scheduling Session

Additional appointments can be scheduled onsite on **1 October 2013, 1735 - 1820hrs** via the Buyers-Meet-Sellers (BMS) appointment scheduling session.

2. ABOUT THE ONLINE DIARY MODULE

The Online Diary allows you to view your PSA appointment schedule, arrange additional appointments directly with exhibitors and communicate with the organiser and exhibitors.

There are six sections in the Online Diary Module, as shown in the screen shot below:



1) Home

The Home Page provides information on how to use the Online Diary Module, as well as the deadline (**24 September 2013**) to finalise all appointment requests made via the Online Diary.

2) My Profile

My Profile tab shows your company's profile. Exhibitors will be able to view your profile for more information about your company.

3) My Appointments

Under this tab, you will find the following sections:

i) Summary of My Appointments

You can view the summary of your appointments for IT&CMA 2013 under **"My Appointments"** tab. For exhibitors whom you have a confirmed appointment with, you can also view their profiles and send messages to them under this section.

ii) Incoming Appointment Requests

Incoming appointment requests are made by exhibitors to arrange an appointment with you. You can either **"Accept"** or **"Reject"** the appointment request from the exhibitors.

*iii) **Expired** Incoming Appointment Requests*

All incoming appointment requests will be automatically cancelled if you do not respond **within 72 hours**. You can either "**Message**" or **"Make Appointments" again** to the exhibitors you are interested to meet.

iv) Outgoing Appointment Requests

Outgoing appointment requests are requested by you to meet the exhibitors. Before the exhibitor accepts or rejects your appointment request, you have the option to **"Cancel"** the pending appointment request.

*v) **Expired** Outgoing Appointment Requests*

All outgoing appointment requests will be automatically cancelled if the exhibitors do not respond **within 72 hours**. You can either contact the exhibitors via "**Message**" or "**Resend"** the request to the exhibitors you are interested to meet.

vi) Declined Appointment Requests

Declined appointment requests are requests made by you which the exhibitors had declined. If you wish to, you may click "**Resend"** to send the appointment request to the exhibitor again.

4) Make Appointments
The Make Appointments tab allows you to search for exhibitors and send appointment requests to those you wish to meet.

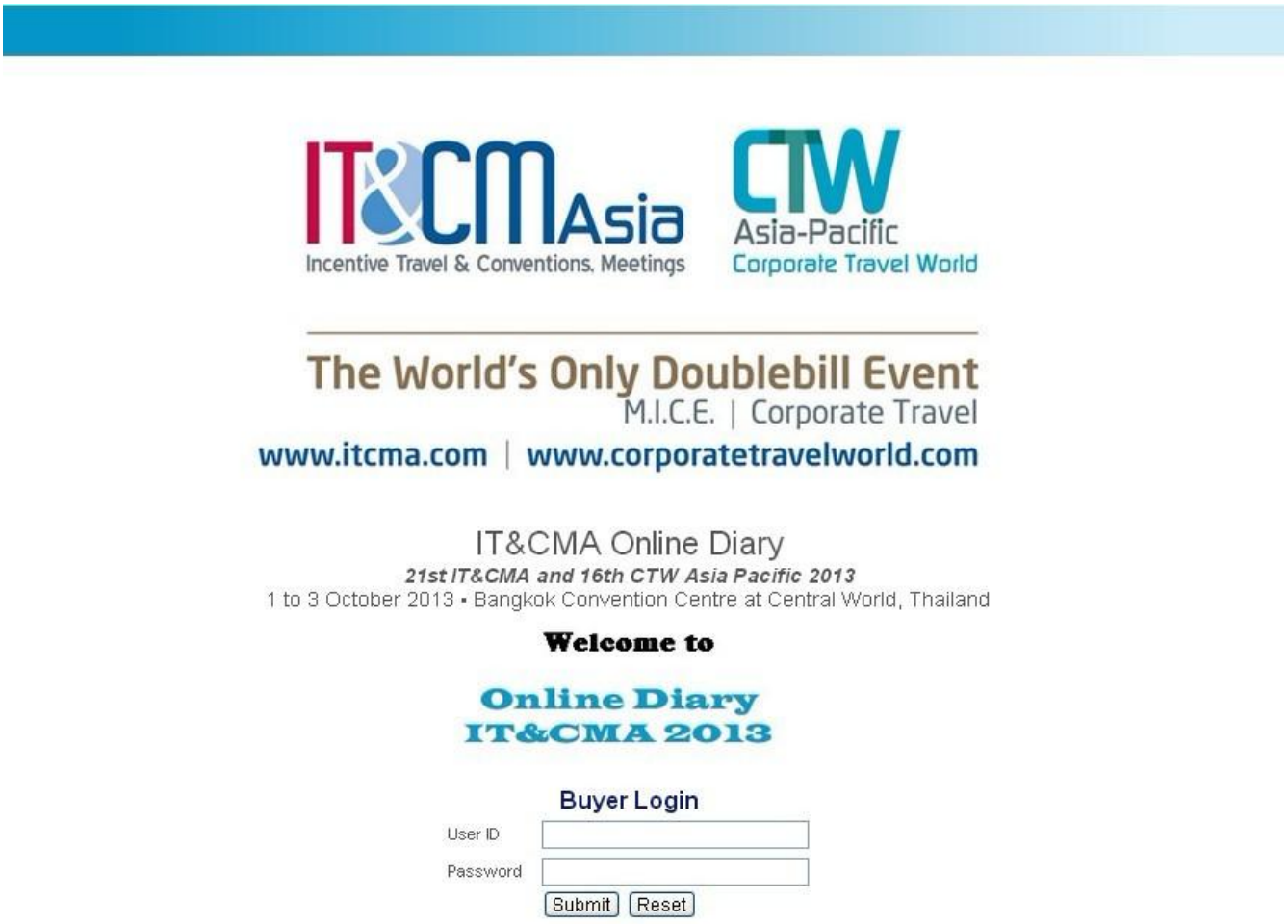
5) My Messages
You can communicate with the exhibitors and organiser by writing messages to them.

6) Log Out
Click Log Out to exit the Online Diary Module.

3. ONLINE DIARY MODULE – LOG IN

An email notification will be sent to you to access the Online Diary.

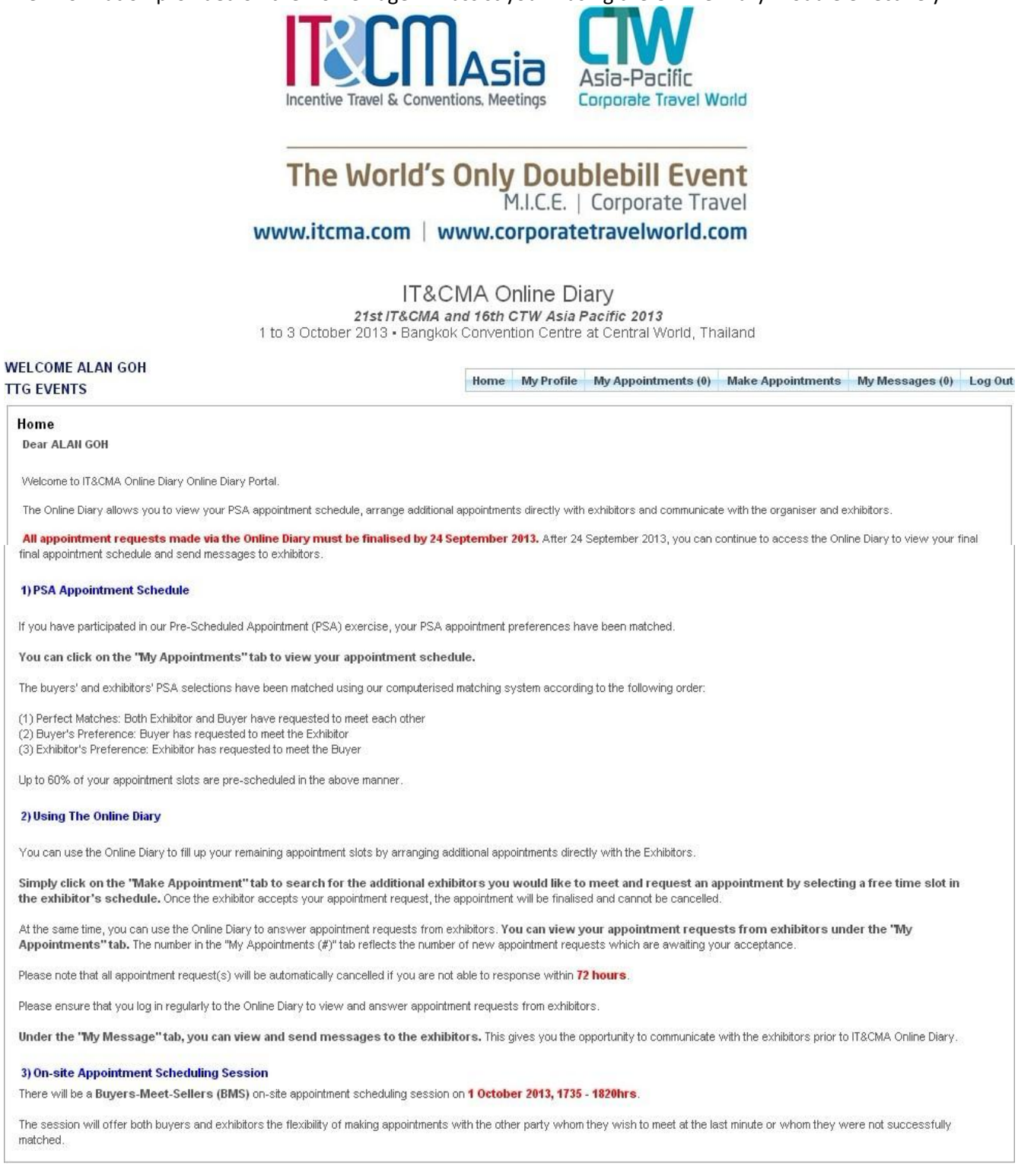
Please use the User ID and Password given in the email notification to log in to the Online Diary Module for Buyers.



4. ONLINE DIARY MODULE – HOME PAGE

Upon logging in to the Online Diary Module for Buyers, you will be directed to the Home Page. The Online Diary allows you to view your PSA appointment schedule, arrange additional appointments directly with exhibitors within the scheduled deadline and communicate with the organizer and exhibitors.

The information provided on the Home Page will assist you in using the Online Diary Module effectively.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IT&CMA Online Diary
21st IT&CMA and 16th CTW Asia Pacific 2013
1 to 3 October 2013 • Bangkok Convention Centre at Central World, Thailand
WELCOME ALAN GOH
TTG EVENTS
Home
My Profile
My Appointments (0)
Make Appointments
My Messages (0)
Log Out
Home
Dear ALAN GOH
Welcome to IT&CMA Online Diary Online Diary Portal.
The Online Diary allows you to view your PSA appointment schedule, arrange additional appointments directly with exhibitors and communicate with the organiser and exhibitors.
All appointment requests made via the Online Diary must be finalised by 24 September 2013. After 24 September 2013, you can continue to access the Online Diary to view your final final appointment schedule and send messages to exhibitors.
1) PSA Appointment Schedule
If you have participated in our Pre-Scheduled Appointment (PSA) exercise, your PSA appointment preferences have been matched.
You can click on the "My Appointments" tab to view your appointment schedule.
The buyers' and exhibitors' PSA selections have been matched using our computerised matching system according to the following order:
(1) Perfect Matches: Both Exhibitor and Buyer have requested to meet each other
(2) Buyer's Preference: Buyer has requested to meet the Exhibitor
(3) Exhibitor's Preference: Exhibitor has requested to meet the Buyer
Up to 60% of your appointment slots are pre-scheduled in the above manner.
2) Using The Online Diary
You can use the Online Diary to fill up your remaining appointment slots by arranging additional appointments directly with the Exhibitors.
Simply click on the "Make Appointment" tab to search for the additional exhibitors you would like to meet and request an appointment by selecting a free time slot in the exhibitor's schedule. Once the exhibitor accepts your appointment request, the appointment will be finalised and cannot be cancelled.
At the same time, you can use the Online Diary to answer appointment requests from exhibitors. You can view your appointment requests from exhibitors under the "My Appointments" tab. The number in the "My Appointments (#)" tab reflects the number of new appointment requests which are awaiting your acceptance.
Please note that all appointment request(s) will be automatically cancelled if you are not able to response within 72 hours.
Please ensure that you log in regularly to the Online Diary to view and answer appointment requests from exhibitors.
Under the "My Message" tab, you can view and send messages to the exhibitors. This gives you the opportunity to communicate with the exhibitors prior to IT&CMA Online Diary.
3) On-site Appointment Scheduling Session
There will be a Buyers-Meet-Sellers (BMS) on-site appointment scheduling session on 1 October 2013, 1735 - 1820hrs.
The session will offer both buyers and exhibitors the flexibility of making appointments with the other party whom they wish to meet at the last minute or whom they were not successfully matched.

5. ONLINE DIARY MODULE – MY PROFILE

My Profile tab shows your company's profile. Exhibitors will be able to view your profile to find out more information about your company. If you wish to update your profile, click on the link at the bottom of My Profile's page to send a message to the Administrator.

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IT&CMA Online Diary
21st IT&CMA and 16th CTW Asia Pacific 2013
1 to 3 October 2013 • Bangkok Convention Centre at Central World, Thailand

WELCOME ALAN GOH
TTG EVENTS

Home | My Profile | My Appointments (0) | Make Appointments | My Messages (0) | Log Out

My Profile

Name	: Ms ALAN GOH
Organisation	: TTG EVENTS
Organization Website Link	: www.gbcnet.it.
Country	: Italy

A. Nature of Business
Professional Conference Organiser, Meeting Planner, Corporate Company with incentive programmes

B. Your responsibility for destination/product selection
Research / Planning, Final Decision

C. Total number of employees in your company
Less than 50

D. Type of event(s)/group(s) you organises
Conventions/Congresses, Corporate Meetings, Training, Product Launches

E. Number of events/groups your company organises each year
11 to 20

F. Average number of persons per event/group
101 to 300

G. Destination(s) by region of your company's past events/groups

Asia	: Laos, Thailand, Malaysia, Vietnam, Indonesia
Pacific	: Australia, New Zealand,
Middle East	: United Arab Emirates,
Europe	: France, United Kingdom, Poland, Spain, Ireland
North America	: Las Vegas, San Francisco, Miami, Chicago, New York
Others	:

H. Interest in bringing events/groups, within the next 2 years to

Asia	: Thailand/Singapore/Malaysia
Pacific	: Australia
Middle East	: .
Europe	: Spagna/Netherlands
North America	: Usa/Canada
Others	:

I. Special interest for events/groups include
Adventure Travel, Cruises, Golfing, Green Incentives

J. Your company's annual budget (US$) for your events/groups
250000 to 500000

K. Special interest for suppliers/facilities include
Adventure & Incentive Travel Suppliers, Airlines & Airline Alliances, Convention & Visitor Bureaus, Golf Courses, Hotels & Resorts, Spa

L. Industries in which corporate meetings, incentive tours or other events are organized for
Finance/Insurance/Property, Pharmaceutical/Medical

M. Tradeshows you have attended as a hosted buyer in the last 24 months
CITM (China), EIBTM (Barcelona), IMEX (Frankfurt), IT&CMA (Bangkok), IT&CM China (Shanghai), ITB Asia (Singapore)

To update your information, please click here to send us a message.

6. ONLINE DIARY MODULE – MY APPOINTMENTS

There are **6** sections under the My Appointments tab:

1) Summary of My Appointments
2) Incoming Appointment Requests
3) ***Expired*** *Incoming Appointment Requests*
4) Outgoing Appointment Requests
5) ***Expired*** Outgoing Appointment Requests
6) Declined Appointment Requests

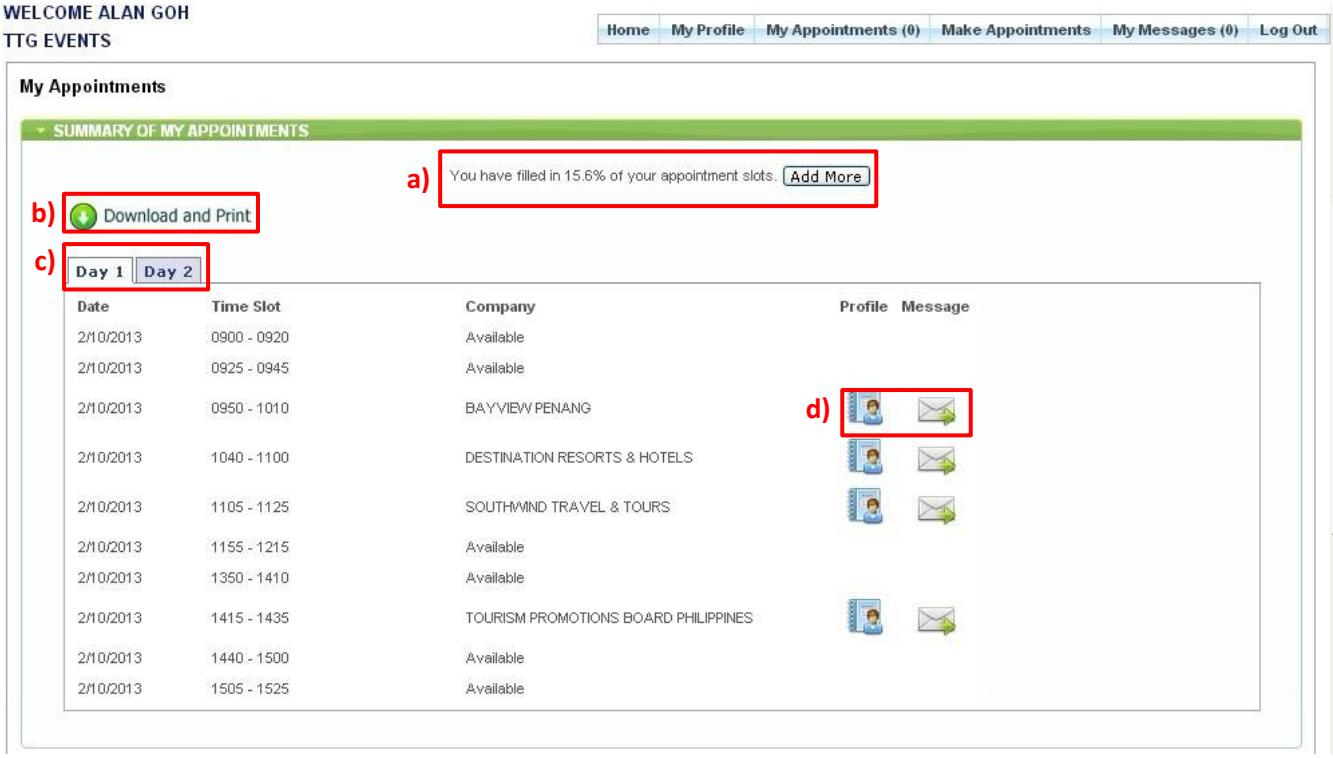
6.1 Summary of My Appointments

a) "You have filled in X% of your appointment slots" given an indication of the number of appointments you currently have. You may click on the **"Add More"** button to arrange more appointments with exhibitors.

b) Click **"Download and Print"** to view and print your appointment schedule for the event.

c) Your appointments are arranged according to date and time. Click on **"Day 1"** and **"Day 2"** to view your appointments for the two days.

d) For the time slots which appointments have been fixed, you may click on the **"Profile"** and **"Message"** icons to view the exhibitor's company profile and send messages to them respectively.



6.2 Incoming Appointment Requests

Under Incoming Appointment Requests, you will be able to view the appointment requests made by exhibitors.

An "**Online Diary New Appointment Notification"** email will be sent out daily if there is new incoming appointment request in your Online Diary account.

You can either "**Accept"** or **"Reject"** the appointment request.

Please note that upon accepting the exhibitor's appointment request, the appointment will be finalised and cannot be cancelled.

6.3 Expired Incoming Appointment Requests

All incoming appointment requests will be automatically cancelled if you do not respond **within 72 hours.**

An "**Online Diary Expired Appointment Notification"** email will be sent out daily if there is **Expired** Incoming Appointment Requests in your Online Diary account.

You can either contact the exhibitor via **"Message"** or **"Make Appointments" again** to the exhibitors you are interested to meet.

6.4 Outgoing Appointment Requests

Outgoing appointment requests are made by you to the exhibitor(s).

Before an exhibitor accepts or rejects your appointment request, you have the option to **"Cancel"** the pending appointment request.

6.5 Expired Outgoing Appointment Requests

All outgoing appointment requests will be automatically cancelled if the exhibitors do not respond **within 72 hours.**

You can either contact the exhibitors via **"Message"** or **"Resend"** the requests to the exhibitors you are interested to meet.

6.6 Declined Appointment Requests

Declined appointment requests are requests made by you which the exhibitors had declined.

If you wish to, you may click "**Resend"** to send the same appointment request to the exhibitor again.

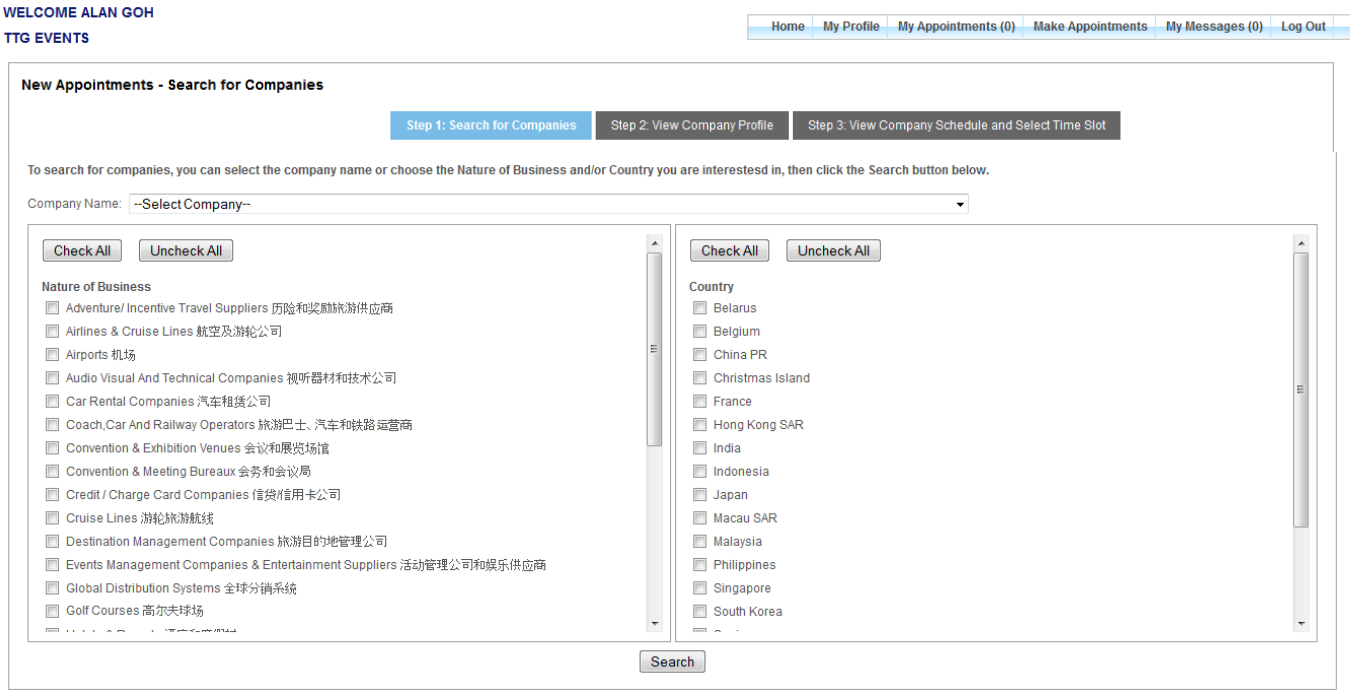
7. ONLINE DIARY MODULE – MAKE APPOINTMENTS

To send an appointment requests to an exhibitor, you will need to:

1) Search for the exhibiting company
2) View the exhibiting company's profile
3) View the exhibiting company's schedule and select an available time slot

7.1 Search for Companies

To search for exhibiting companies, you can select the company name or choose the Nature of Business and/or Country you are interested in, and click the **"Search"** button below.

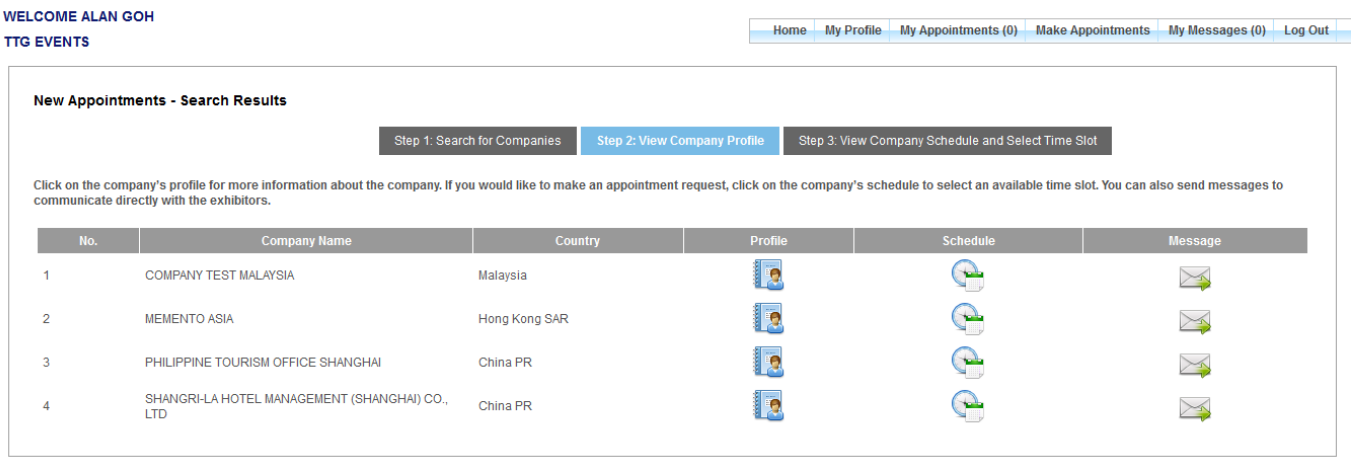


7.2 View Company Profile

From the search results, you may click on the company's **"Profile"** for more information about the company.

If you would like to make an appointment request, click on the exhibiting company's **"Schedule"** to select an available time slot.

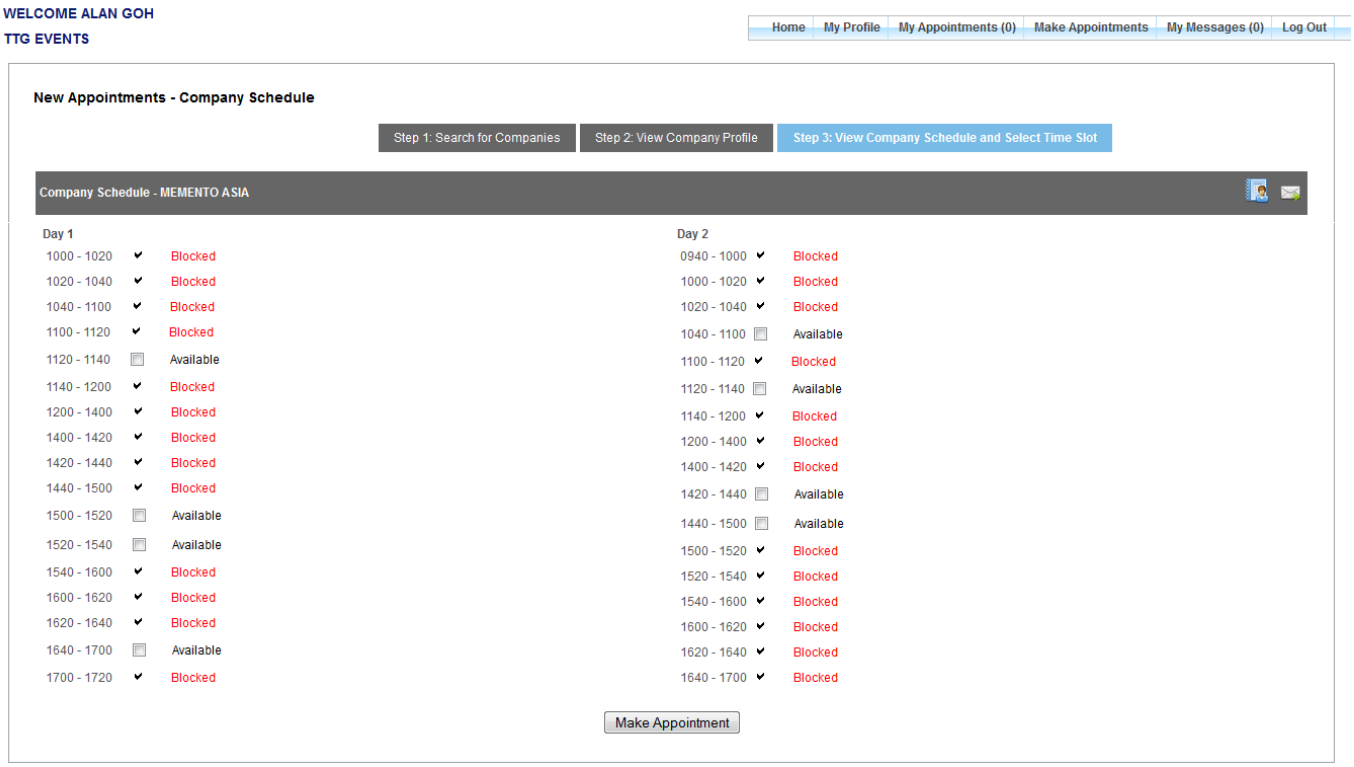
You can also send **"Message"** to communicate directly with the exhibitors.



7.3 View Company Schedule and Select Time Slot

Select an available time slot and click on the **"Make Appointment"** button.

Please note that once the exhibiting company accepts your appointment request, you will not be able to cancel the appointment.



If you already have an appointment with the company you wish to make an appointment with, the system will display a blinking notification to inform you so, as shown below.

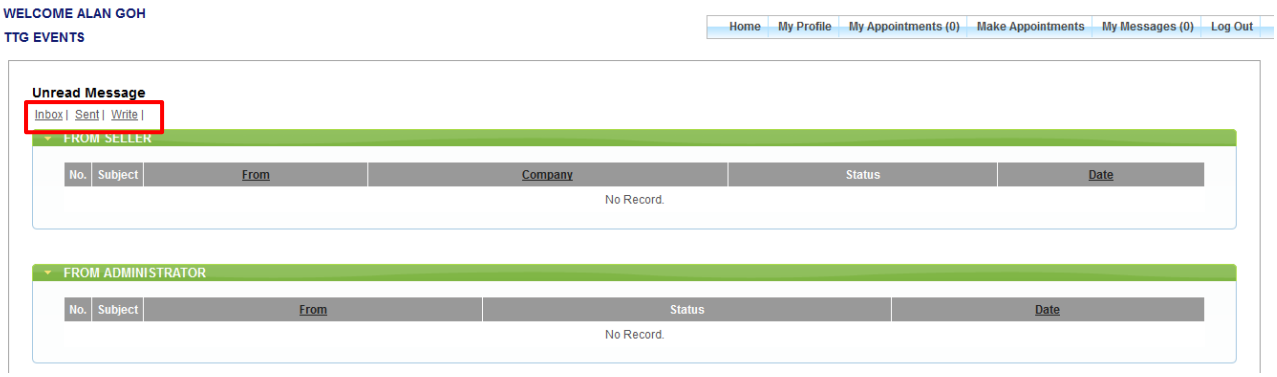
You already have an appointment with 'SAMPRAN RIVERSIDE'.
You may go to 'My Appointments' to view the summary of your appointments.

8. ONLINE DIARY MODULE – MY MESSAGES

"My Messages" allows you to view and send messages to the exhibitors and the organiser. When you click on the **"My Messages"** tab, you will be able to see new, unread messages from the exhibitors and the organiser.

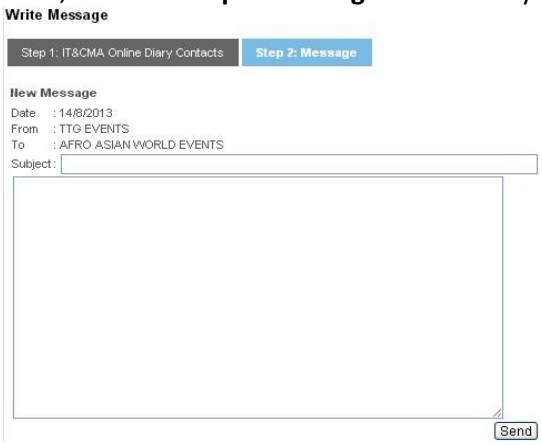
You may use this function to engage exhibitors whom you wish to meet but whose appointments slots are full.

You can click on **"Inbox"** and **"Sent"** (highlighted in the red box below) to view all your messages from and to the exhibitors and the organiser.



To write a new message, click on **"Write"**. A pop-up window will appear. Select the contact you would like to send the message to.

Next, click on **"Step 2: Message"** and write your message before clicking the **"Send"** button.



You will receive **"Online Diary New Message Notification"** email if there is new message in your Online Diary account. Please check regularly and we hope you will find the Online Diary portal a useful communication platform.

9. CONTACT INFORMATION

We hope you find this Online Diary Manual useful.

Should you have any questions or require further information, please feel free to contact the IT&CMA Buyers Team.

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Thank you and see you in Bangkok soon!